

# Change Of Ownership Application

## Prepaid Accounts



**Prepaid Change of Ownership can be done quicker and easier via the Mobile App. Please only use this form if you cannot use the Mobile App.**

Please use this form to Change the Ownership of your account.

- The Outgoing Customer is the current account holder
- The Incoming Customer is the person who will be receiving the account

The application form requires both the Outgoing Customer and the Incoming Customer to complete all details below and to upload the form, accompanied with the relevant identification by logging into to My Account > selecting "Upload Documents" from your name on the top right side of the screen and following the prompts. Alternatively, you can upload your documents via our chat function on the bottom right side of our website.

Generally, the transfer can take up to 7 business days from the date of submission however, depending on the complexity of your application, processing times may vary. The Outgoing Customer may receive a phone call to validate this request and both parties will receive an email to confirm the transfer is complete.

### Outgoing Customer Agreement

Please note the following when requesting the transfer of the account to another party:

- Where there are one or multiple services, all services on the account will be transferred to the Incoming Customer.
- I will lose all access to usage and data on the service once the transfer is completed.
- I will remain liable for all debts incurred on the services listed above prior to the date of the transfer.
- I will be notified if the application to transfer the ownership is unsuccessful and will continue to be responsible for the account.
- I am responsible for advising the Incoming Customer of the Critical Information Summary, Terms and Conditions, as well as the Privacy Policy found in the Legals section on our website.
- Acceptance of this request is subject to the Incoming Customer being approved for an ID Check under Everyday Mobile from Woolworths ordinary ID Check process.
- I agree that I will not seek to recover any loss I have suffered or may suffer, either directly or indirectly, as a result of this transfer.
- I have been the account holder for a minimum of 30 days before submitting this application.
- I have read and understood all statements made in this application form.

### Incoming Customer Agreement

I acknowledge and agree to the following terms as part of the transfer of ownership application:

- I will have an ID Check conducted by Equifax on behalf of Everyday Mobile from Woolworths and that acceptance of this transfer of ownership request is subject to the ordinary ID Check process.
- If the transfer of ownership application is Approved, that I will be the legal lessee for all mobile services listed under the Everyday Mobile from Woolworths Account in section 1 of this form.
- I agree that I will not seek to recover loss I have suffered or may suffer (either directly or indirectly) as a result of the transfer.
- I understand that I will be liable for all fees pertaining to the account.
- I have reviewed and agreed to the conditions set out in the Critical Information Summary relevant to the account listed in this transfer, including the Privacy Policy and Terms and Conditions relating to the product, service and account found in the Legals section on our website.
- I agree I cannot request any data and usage of the previous account holder, prior to the date of transfer.
- I agree that Everyday Mobile from Woolworths may, subject to the Privacy Act 1988:
  - verify my identifying information (such as my driver's licence or passport) with the document issuer or official record holder; and
- I have read and understood all statements made in this application form.

### Section 1 - Outgoing Customer Phone Number

Provide a phone number from the account that you want to transfer to the Incoming Customer.

Note: all services on the account will be transferred. We do not offer the ability to transfer individual phone numbers. A transfer date cannot be pre-selected and is determined by the date of processing.

Everyday Mobile Phone Number:

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### Section 2 - Outgoing Customer Details

Only the authorised account holder can request and approve a Change of Ownership. All personal details provided must be up to date. Please ensure you can be contacted on the contact number and email provided below after the transfer has taken place.

Title and Full Name:

Date of Birth:

Contact number:

Residential Address:

Email:

*As the Authorised Account Holder or Representative for the Account Holder, I request that the legal responsibilities of the account listed in Section 1, be transferred to the Incoming Customer whose details are included in Section 3 of this form. I agree to the Outgoing Customer Agreement Terms and Conditions at the beginning of this form.*

### Section 3 - Incoming Customer Details

Title and Full Name:

Date of Birth:

Contact number:

Residential Address (Australian):

Email:

*I hereby request Everyday Mobile from Woolworths to transfer the full legal ownership and responsibility for the Account listed in Section 1, from the Outgoing Customer (current account holder), as detailed in Section 2, to the Incoming Customer (new account holder). I agree to the Incoming Customer Agreement Terms and Conditions at the beginning of this form.*

### Section 4 - Identification Documents (incoming customer)

You must attach a copy of your original and current (not expired) Identification as per the list below. This is a legal requirement and must be provided for every Change of Ownership request. Please select the document being sent through & confirm it is included with this application.

**Document Type** (1 form must be provided)

**Drivers License** (Cannot be a screenshot of a digital/e-License. Ensure you include a copy of the back for change of address labels)

**Australian Passport /International Passport**

**Medicare Card** (Only accepted when transferring a Prepaid service)